

User Guide for JIRA Request

JIRA is used to request enhancements, PeopleSoft cost center and role access, as well as report business system issues. Access to JIRA is obtained through an (eCAT) electronic computer access ticket.

A link to the JIRA Project Tracking system can be found on the Galaxy login page under Toolbox or by using the link below.

<https://jira.utdallas.edu/jira/secure/Dashboard.jspa>

Your netid and password is required to login.

Approval from Trusted Approvers is required to process a JIRA request. The list of Trusted Approvers can be found through the link below:

<http://www.utdallas.edu/oit/departments/eas/east/files/PeopleSoft-Trusted-Approvers.pdf>

There are several Projects that categorize each work request in JIRA. The most common Projects used by end-users are:

- ❖ **Cost Center Security (CCS)** – used to request cost center security only. Questions regarding CCS JIRA's should be directed to [Financial System Administration](#).

***Note: New Cost Center request or changes to Cost Center Owners, Managers or Alternates must be requested through PeopleSoft forms. See navigation below:*

PeopleSoft Form Navigation: Gemini Financials > Main Menu > Employee Self-Service > Forms

- ❖ **EAS Technology (EAST)** – used to request user role access only. *If cost center security access is requested on an EAST JIRA, PS Security Access Control will create a CCS JIRA.* Questions regarding EAST JIRA's should be directed to [PS Security Access Control](#).
- ❖ **Office of Budget and Finance (OBF)** – used to report business systematic issues and request enhancements. Questions regarding OBF JIRA's should be directed to [Business Process Analysts](#).

(Not for Departmental Use)

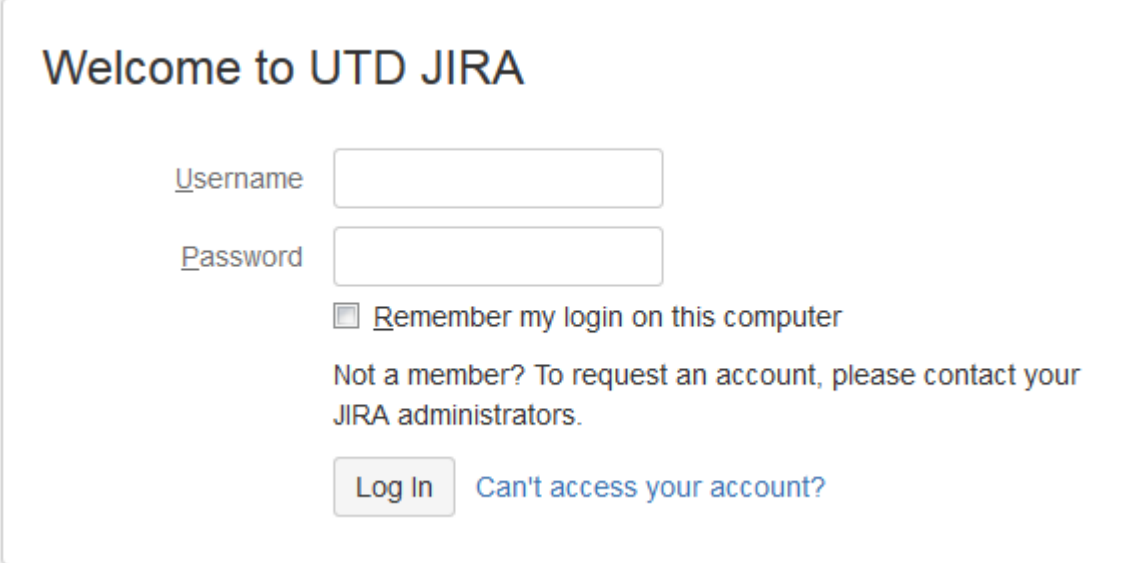
- ❖ **Financial Systems and Reporting (FSR)** – Replaced by OBF-JIRA
- ❖ **Financial Management System (FMS)** – should only be used by Business Process Analysts
- ❖ **Human Capital Management (HCM)** – should only be used by Business Process Analysts

Steps to fill out a JIRA request are provided below:

1. Login:

<https://jira.utdallas.edu/jira/secure/Dashboard.jspa>

2. Login using your netid and password



The screenshot shows the login interface for UTD JIRA. At the top, it says "Welcome to UTD JIRA". Below this, there are two input fields: "Username" and "Password". Under the "Password" field, there is a checkbox labeled "Remember my login on this computer". Below the checkbox, there is a link that says "Not a member? To request an account, please contact your JIRA administrators." At the bottom of the form, there is a "Log In" button and a link that says "Can't access your account?".

3. Create an Issue



4. Fill in the required (*) fields below:

Create Issue Configure Fields

Project

Issue Type ?
Some issue types are unavailable due to incompatible field configuration and/or workflow associations.

Main Other Details

Issue Sub-Type
Issue Sub-Type for PeopleSoft Security (Access), formerly PSEC Request

Summary

Desired Completion
Priority

Requested Due
Date
Date you desire this issue to be resolved.

Component/s
Start typing to get a list of possible matches or press down to select.

Environment/s
CNV
DEV
DMO
QA

Description

Business
Justification

Attachment Drop files to attach, or [browse](#).

Department
Arts and Humanities
Arts, Technology, and Emerging Communication
Athletics
Behavioral and Brain Sciences

The department(s) associated with this issue.

CC

Start typing to get a list of possible matches.

Account(s) to receive copy of issue creation notification.

4. Click create

Create another **Create** Cancel

Contact Information

PeopleSoft Security – PSSecurity@utdallas.edu

Financial Systems Administration – systemadministration@utdallas.edu or ext. 2602

Business Process Analyst – fms@utdallas.edu or ext. 2602